# ESC Service Charter Scorecard

## Metrics for March 24 – April 20, 2013

Issued June, 2013

# Executive Summary

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## Customer Service

- The employee population increased by 8,000, call volumes doubled with the rollout of Segment 3.4 for the first week, call volume decreased to normal levels as of the fourth week of the period.
- Average wait time increased to 30 seconds from 18 seconds, well within the defined SLA target.
- Average time to complete a call increased to 5 minutes from 4.20 minutes.
- Use of email as means of reporting time and attendance issues increased from 381 to 662, an increase of 57%.
- Inquiries from EOEEA, EOHHS, and EOANF agencies accounted for the most inquiries as a percentage of employees served. EOHHS represents 64% of the ESC supported SSTA population and 61% of the inquiries.

## Process & Organization

- Escalated Payroll Notification process was not invoked.
- Planning for implementation of E-pay, and E-profile has begun.

## Systems

- **3/25/13: Due to code changes 325 employees were in SSTA without a Group ID. Fix by ITD / HRD**
- **3/26/13: Slow response time for DOC Users entering or approving time.  ITD Team sent to investigate the root cause**
- **4/19/13: Emergency shutdown for several greater Boston communities affected ability to report / approve time by the deadline.**

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# Service Delivery Overview
## March 24, 2013 – April 20, 2013

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## Customer Interactions

Total # Agencies Served: 71

Total # Employees Served: 29,572

Total contacts received: 7,124

Total tickets opened: 6,605

% of Employees served contacting ESC**: 24%***

## Staffing

| Area | Staffing as of 3/24/2013 | Staffing as of 4/20/2013 |
|---|---|---|
| Tier 1: Customer Service | 9 | 9 |
| Tier 2: Time & Attendance Ops | 16 | 16 |
| Temporary Staff | 2 | 2 |
| Supervisor | 3 | 3 |
| Senior Staff | 4 | 4 |
| Total | 34 | 34 |

## Enabling Technologies

- **Metrics:** Includes data on IVR Users
- **Case Management:** No changes this period.

## Activities - April

The ESC is currently supporting several activities underway to prepare for upcoming complex rollouts:

- **SSTA Testing:** Complex DOC functionality.
- **Staffing for ESC new hires** (Jan, Feb & Mar. start dates)
- Supported **change management and training** activities for complex rollouts

**Source:** ESC Avaya CMS & COMiT Reports, data from 3/24/13 – 4/20/13
***Not**e: "% of Employees served contacting ESC" does not account for repeat contacts (i.e., one employee calling multiple times).

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# Service Level Agreement
# Service Measures and Targets

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The following service measures and targets are outlined in the ESC Service Level Agreement document. Data contained in this presentation includes both SLA and non-SLA measures.

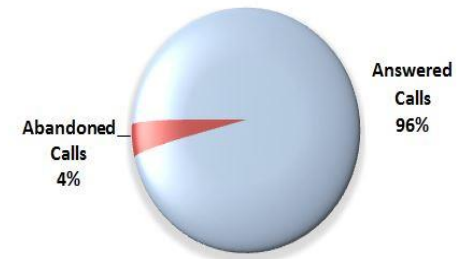| Metric | Target |
|---|---|
| Average wait time – all inquiries (Days operational) | Will not exceed 3 minutes 90% of the time; Will not exceed 2 minutes 50% of the time |
| Average case resolution time – password resets and e-mail updates (Time owned by ESC) | 98% within 1 day |
| Average case resolution time – inquiries and requests (Time owned by ESC) | 75% within 1 day<br>90% within 3 days |
| Customer satisfaction (Based on automated survey upon ticket closure. A minimum of 20% must respond to survey in order for results to be accepted as a valid sample of customer satisfaction.) | 75% of customers rated overall satisfaction good to excellent |
| Percent of notification runs executed to completion:<br>• All: Reminder Report Time<br>• Employees: Unreported time – 1st and 2nd notice<br>• Approvers: Unapproved reported time – 1st and 2nd notice<br>• Agency HR/Payroll: Over/Under scheduled hours and unapproved Payable Time notifications – 1st and 2nd notice<br>• Failsafe outreach to Agency HR/Payroll and signatory authorities when applicable<br>• Failsafe outreach to Comptroller and Chief HR Officer when applicable | 95% |
| Secretariat ad hoc reports produced within established timeframes:<br>• Simple*: 3 business days<br>• Complex*: 7 business days | 90% |
| SLA reports produced on time according to predefined schedule (see section 5.5) | 90% |

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# Inbound Call Data

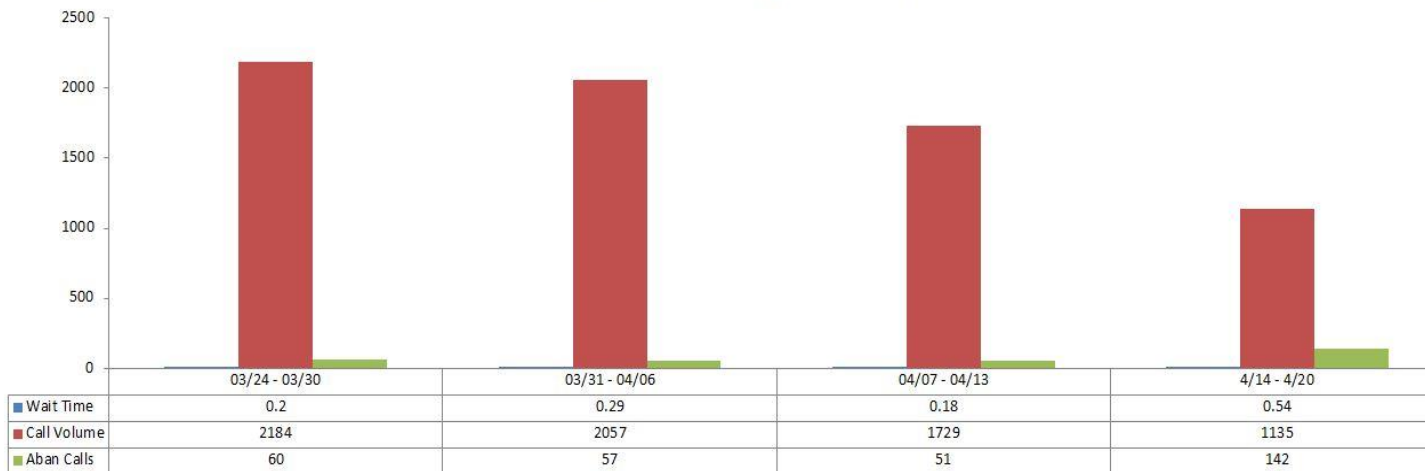**MassHR**
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**Overall call volume and wait time have increased. Abandoned calls increased during the rollout.**

| SLA Metric | Target Level | Current Period (03/24/13 to 04/20/13) | Previous Period (02/24/13 to 03/23/13) | Previous Period (01/27/13 to 02/23/13) |
|---|---|---|---|---|
| Average wait time – all inquiries<br><br>(Days operational) | Will not exceed 3 minutes 90% of the time;<br>Will not exceed 2 minutes 50% of the time | :30 seconds | :18 seconds | :38 seconds |

**Abandoned Calls**

Answered Calls 96%

Abandoned Calls 4%

Total = 7,105 calls

**Average Wait Time (in seconds)**

| | 03/24 - 03/30 | 03/31 - 04/06 | 04/07 - 04/13 | 4/14 - 4/20 |
|---|---|---|---|---|
| Wait Time | 0.2 | 0.29 | 0.18 | 0.54 |
| Call Volume | 2184 | 2057 | 1729 | 1135 |
| Aban Calls | 60 | 57 | 51 | 142 |

**Ticket Source**

Email 10%

Phone call 90%

Total = 6,605 tickets

**Source:** ESC COMiT & Avaya data from 3/24/13 – 4/20/13.
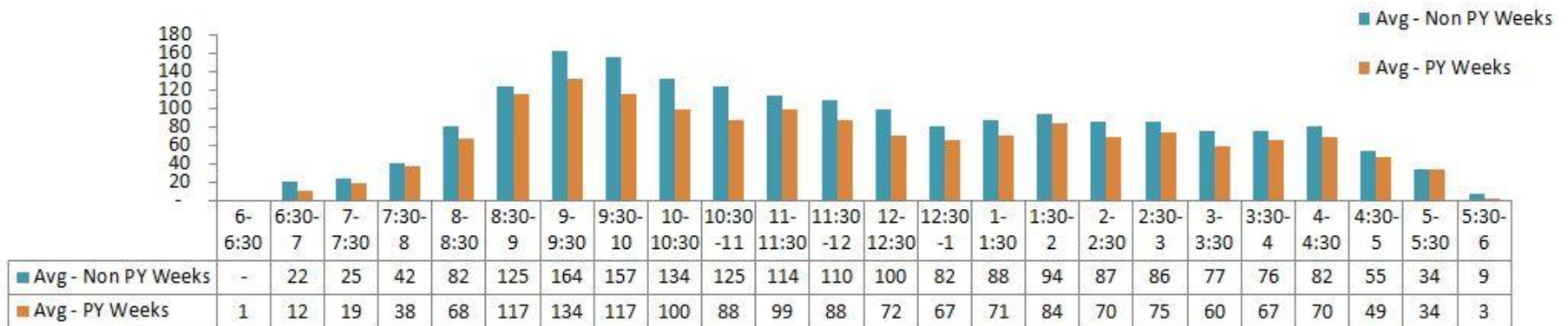*E-mail tickets do not account for additional outreach to correct invalid employee e-mail addresses.
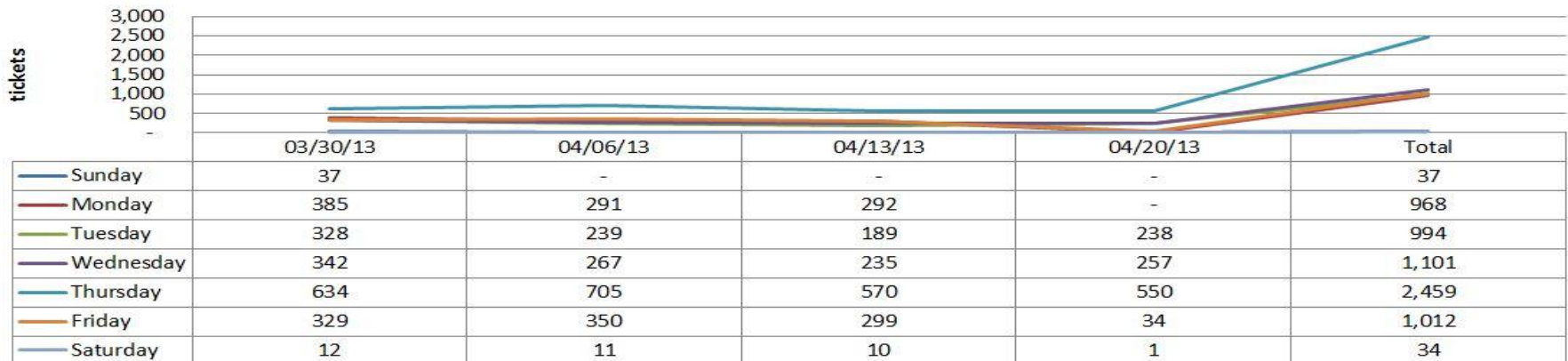
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# Timing of Inquiries

**Call volumes continue to peak following weekly time submission deadlines and notifications. Peak call hours are from 8:30 am to 12pm.**

## Average Calls by Timeframe
### Payroll vs. Non-Payroll Processing Weeks



| | 6-6:30 | 6:30-7 | 7-7:30 | 7:30-8 | 8-8:30 | 8:30-9 | 9-9:30 | 9:30-10 | 10-10:30 | 10:30-11 | 11-11:30 | 11:30-12 | 12-12:30 | 12:30-1 | 1-1:30 | 1:30-2 | 2-2:30 | 2:30-3 | 3-3:30 | 3:30-4 | 4-4:30 | 4:30-5 | 5-5:30 | 5:30-6 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Avg - Non PY Weeks | - | 22 | 25 | 42 | 82 | 125 | 164 | 157 | 134 | 125 | 114 | 110 | 100 | 82 | 88 | 94 | 87 | 86 | 77 | 76 | 82 | 55 | 34 | 9 |
| Avg - PY Weeks | 1 | 12 | 19 | 38 | 68 | 117 | 134 | 117 | 100 | 88 | 99 | 88 | 72 | 67 | 71 | 84 | 70 | 75 | 60 | 67 | 70 | 49 | 34 | 3 |

## Tickets by Day



| | 03/30/13 | 04/06/13 | 04/13/13 | 04/20/13 | Total |
|---|---|---|---|---|---|
| Sunday | 37 | - | - | - | 37 |
| Monday | 385 | 291 | 292 | - | 968 |
| Tuesday | 328 | 239 | 189 | 238 | 994 |
| Wednesday | 342 | 267 | 235 | 257 | 1,101 |
| Thursday | 634 | 705 | 570 | 550 | 2,459 |
| Friday | 329 | 350 | 299 | 34 | 1,012 |
| Saturday | 12 | 11 | 10 | 1 | 34 |

**Source**: ESC COMiT & Avaya data from 3/24/13 to 4/20/13.

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# Inbound Inquiries by Agency

**EOHHS agencies represent the largest volume of inquiries to the ESC.**
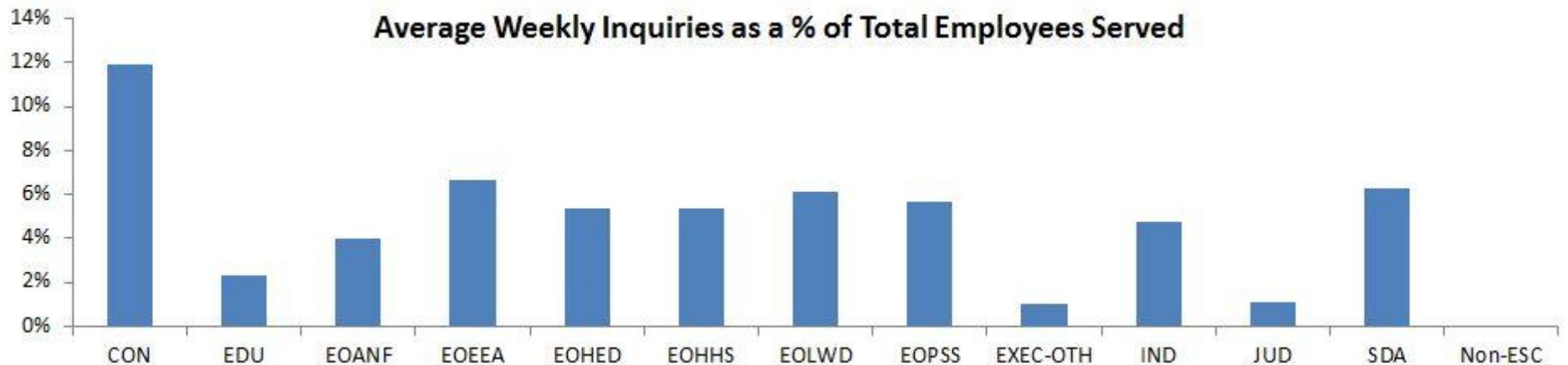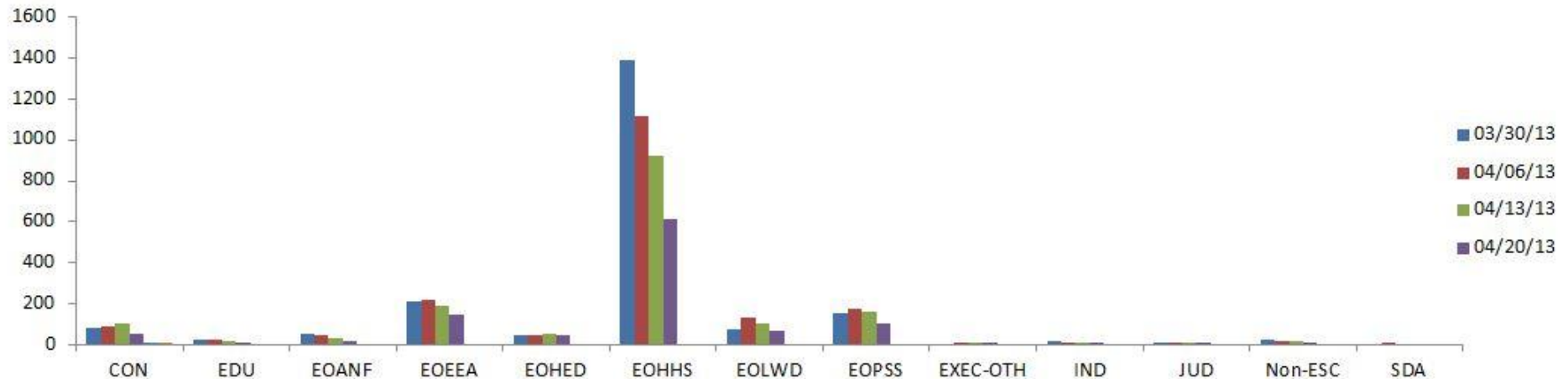




**Source:** ESC COMiT data from 3/24/13 – 4/20/13. Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., one employee calling multiple times).
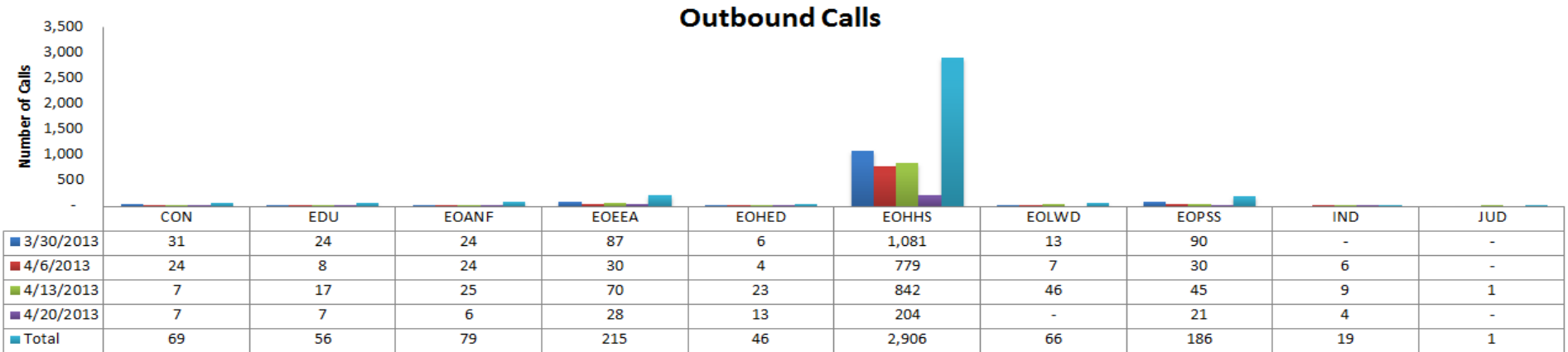
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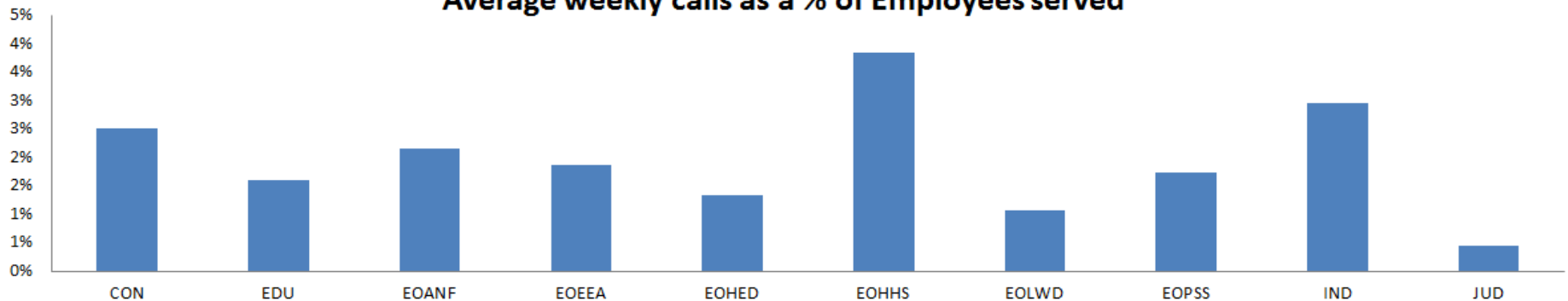
# Outbound Exception Management Calls

**Outbound calls are made on a weekly basis when employees and approvers miss their deadlines for time entry or time approval and when system generated exceptions appear on a timesheet.**

**EOHHS agencies represent the largest volume of outbound calls from the ESC.**

**EOHHS represents the highest volume as a percent of employees served.**

## Outbound Calls

| | CON | EDU | EOANF | EOEEA | EOHED | EOHHS | EOLWD | EOPSS | IND | JUD |
|---|---|---|---|---|---|---|---|---|---|---|
| 3/30/2013 | 31 | 24 | 24 | 87 | 6 | 1,081 | 13 | 90 | - | - |
| 4/6/2013 | 24 | 8 | 24 | 30 | 4 | 779 | 7 | 30 | 6 | - |
| 4/13/2013 | 7 | 17 | 25 | 70 | 23 | 842 | 46 | 45 | 9 | 1 |
| 4/20/2013 | 7 | 7 | 6 | 28 | 13 | 204 | - | 21 | 4 | - |
| Total | 69 | 56 | 79 | 215 | 46 | 2,906 | 66 | 186 | 19 | 1 |

## Average weekly calls as a % of Employees served
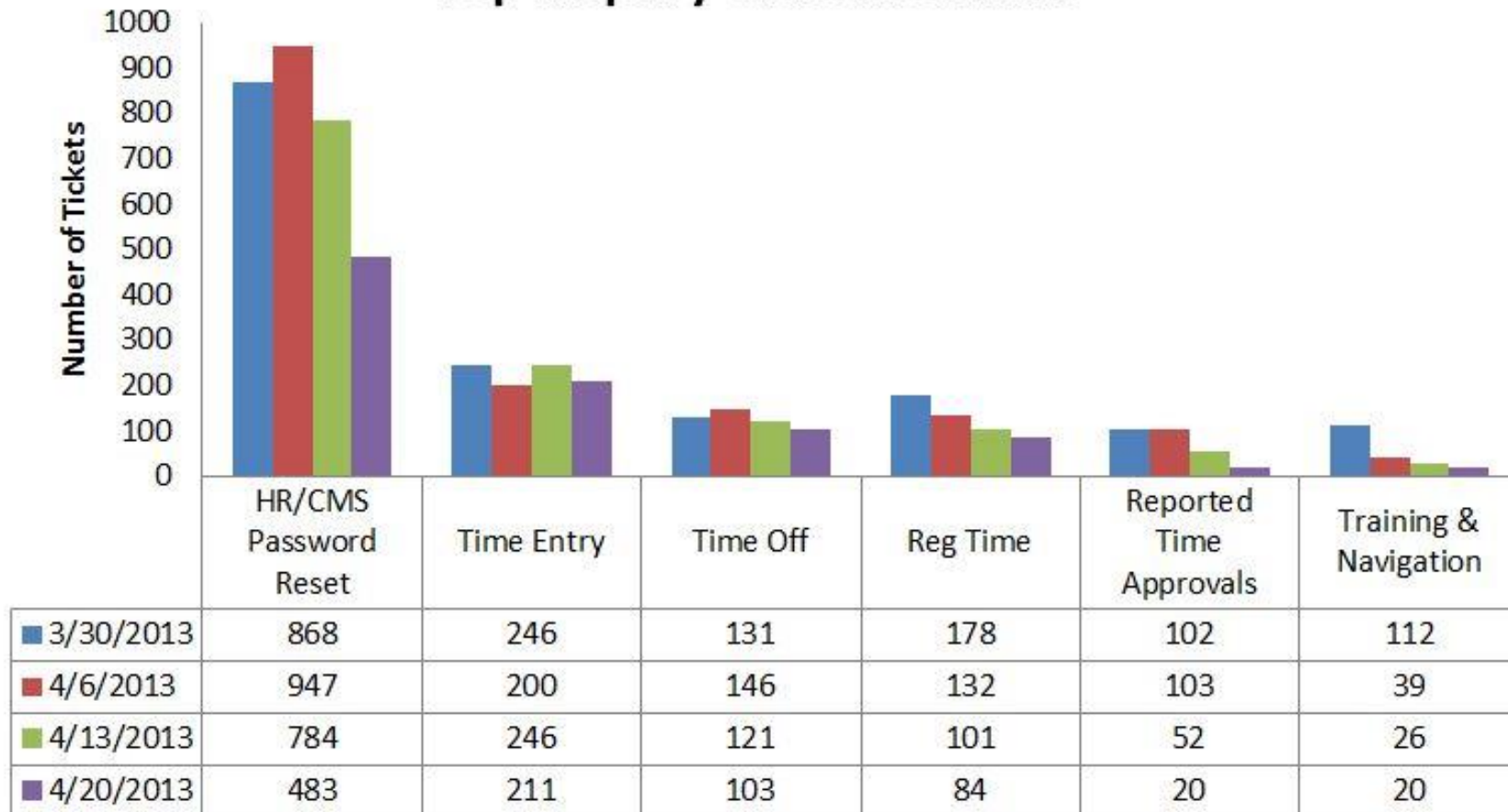


**Source: :** ESC Exception Management System data from 3/24/13 – 4/20/13. Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., calling an employee multiple times).

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# Type of Inquiries Received

**Password Resets remain the most common inquiry type, followed by time entry and time off.**

## Top Inquiry Classifications



| | HR/CMS Password Reset | Time Entry | Time Off | Reg Time | Reported Time Approvals | Training & Navigation |
|---|---|---|---|---|---|---|
| 3/30/2013 | 868 | 246 | 131 | 178 | 102 | 112 |
| 4/6/2013 | 947 | 200 | 146 | 132 | 103 | 39 |
| 4/13/2013 | 784 | 246 | 121 | 101 | 52 | 26 |
| 4/20/2013 | 483 | 211 | 103 | 84 | 20 | 20 |

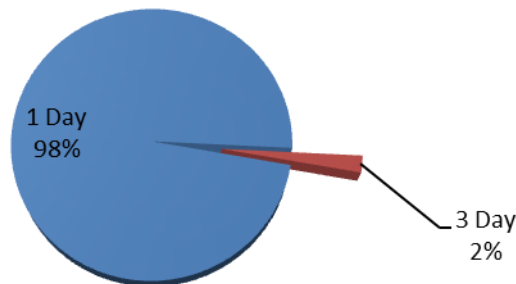**Source:** ESC COMiT data from 3/24/13 – 4/20/13

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# Case Resolution Time

**Case resolution time remains within SLA targets, with nearly all inquiries resolved on the same day.**

| SLA Metric | Target Level | Current Period (03/24/13 – 04/20/13) | Previous Period (02/24/13 – 03/23/13) | Previous Period (01/27/13 – 02/23/13) |
|---|---|---|---|---|
| Average case resolution time – password resets and e-mail updates (Time owned by ESC) | 98% within 1 day | 98% | 98% | 99% |
| Average case resolution time – inquiries and requests (Time owned by ESC) | 75% within 1 day 90% within 3 days | 1 Day – 99% 3 Days – 99% | 1 Day – 98% 3 Days – 99% | 1 Day – 99% 3 Days – 99% |

## Case Resolution Time Password Reset



1 Day 98%

3 Day 2%

## Case Resolution Time Inquiries & Requests



1% 1%

98%

# Days
■ 1
■ 2
■ 3
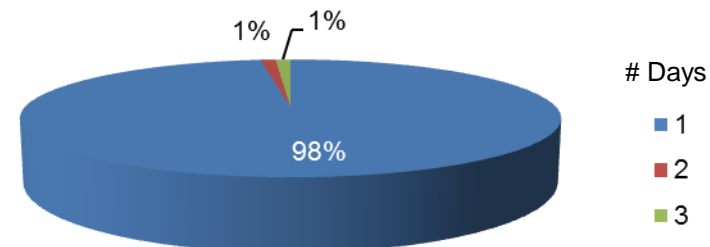
**Source:** ESC COMiT data from 03/24/12 – 04/20/13

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# Customer Satisfaction Survey Results

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| SLA Metric | Target Level | Current Period (03/24/13 – 04/20/13) | Previous Period (02/24/12 – 03/23/13) | Previous Period (01/27/13 – 02/23/13) |
|---|---|---|---|---|
| Customer satisfaction (Based on automated survey upon ticket closure. A minimum of 20% must respond to survey in order for results to be accepted as a valid sample.) | 75% of customers rated overall satisfaction good to excellent | 95% rated good to excellent (17% response rate) | 97% rated good to excellent (15% response rate) | 96.2% rated good to excellent (30% response rate) |



How would you rate the quality of service you received from the Employee Service center?
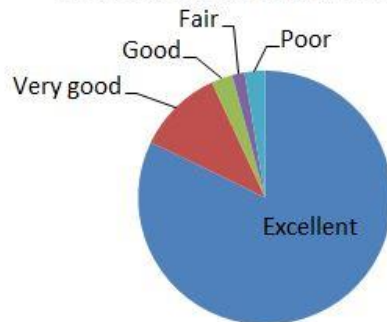


Was your Employee Service Center Specialist Courteous?
■ Yes ■ No
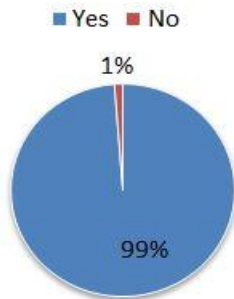
**Sample Comments:**

"I think the issue I had was a unique one so it took a bit to resolve it. Both the employee and her supervisor were very pleasant, helpful and informative."

"Walked me through resolution over the telephone giving easily understood instructions."

"She was wonderful. She did the first correction, talking through it, then I did the second while she talked me through it. Perfect way to help someone."

"Every request that I have called about has been handled courteously and efficiently. I am very impressed! Many thanks"

"Considering the overload of work that the Employee Service Center is experiencing, the service has been great the two times that I have contacted the center."

"They have always given remarkable service"

"ESC Representative was wonderful, courteous and remained on the phone to make sure I had obtained access. ESC Rep couldn't have done better, she was spectacular."

"Great job overall!"

**Source:** ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 03/24/12 – 04/20/13.

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# SLA Targets vs. Actual Performance

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| Metric | Target | Current Period Performance 03/24/13 – 04/20/13 | Previous Period Performance 02/24/13– 3/23/13 | Current Status |
|---|---|---|---|---|
| Average wait time – all inquiries (Days operational) | Will not exceed 3 minutes 90% of the time; Will not exceed 2 minutes 50% of the time | 30 seconds | 18 seconds | G |
| Average case resolution time – password resets and e-mail updates (Time owned by ESC) | 98% within 1 day | 99% | 99% | G |
| Average case resolution time – inquiries and requests (Time owned by ESC) | 75% within 1 day 90% within 3 days | 99% within 1 Day and 99% within 3 Days | 99% within 1 Day and 99% within 3 Days | G |
| Customer satisfaction (Based on automated survey upon ticket closure. A minimum of 20% must respond to survey in order for results to be accepted as a valid sample of customer satisfaction.) | 75% of customers rated overall satisfaction good to excellent | 95% rated good to excellent (17% responded) | 97% rated good to excellent (15% responded) | G |
| Percent of notification runs executed to completion: <br> • All: Reminder Report Time <br> • Employees: Unreported time - 1st & 2nd notice <br> • Approvers: Unapproved reported time - 1st & 2nd notice <br> • Agency HR/Payroll: Over/Under scheduled hours and unapproved Payable Time notifications -1st & 2nd notice <br> • Failsafe outreach to Agy. HR/PY and signatories <br> • Failsafe outreach to CTR and CHRO | 95% | 100% | 100% | G |
| Secretariat ad hoc reports produced within established timeframes: <br> • Simple*: 3 business days <br> • Complex*: 7 business days | 90% | 100% | None requested | G |
| SLA reports produced on time according to predefined schedule (see section 5.5) | 90% | 100% | 100% | Y |

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# Review Schedule
# Service Charter Scorecard

| Service Month* | | HRAC Review | |
|---|---|---|---|
| **Start Date** | **End Date** | **Walkthrough** | **Report Due** |
| 6/3/2012 | 6/30/2012 | 7/18/2012 | 7/25/2012 |
| 7/1/2012 | 7/28/2012 | 8/15/2012 | 8/22/2012 |
| 7/29/2012 | 8/25/2012 | 9/19/2012 | 9/26/2012 |
| 8/26/2012 | 9/22/2012 | 10/17/2012 | 10/24/2012 |
| 9/23/2012 | 10/20/2012 | 11/14/2012 | 11/21/2012 |
| 10/21/2012 | 12/1/2012 | 12/19/2012 | 12/26/2012 |
| 12/2/2012 | 12/29/2012 | 1/17/2012 | 1/24/2012 |
| 12/30/2012 | 1/26/2013 | 2/20/2013 | 2/27/2013 |
| 1/27/2013 | 2/23/2013 | 3/20/2013 | 3/27/2013 |
| 2/24/2013 | 3/23/2013 | 4/17/2013 | 4/24/2013 |
| 3/24/2013 | 4/20/2013 | 5/15/2013 | 5/22/2013 |
| 4/21/2013 | 6/1/2013 | 6/19/2013 | 6/26/2013 |
| 6/2/2013 | 6/29/2013 | 7/17/2013 | 7/24/2013 |

*Note: "Service Month" reporting periods are split by the closest pay period start and end dates to the beginning and end of the calendar month.

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# Appendix:
# Agencies Served



| Agencies Served | Employees | Agenceis Served | Employees | Agencies Served | Employees |
|---|---|---|---|---|---|
| ADD-Developmental Disabilities Council | 19 | EEC-Department Of Early Education | 205 | RGT-Department Of Higher Education | 66 |
| AGR-Department Of Agricultural Resources | 96 | EED-Executive Office Of Housing & Economic Development | 45 | SCA-Office Of Consumer Affairs And Business Regulations | 33 |
| ALA-Administrative Law Appeals Division | 33 | EHS - Executive Office of Health and Human Services | 1530 | SDA-Sheriffs Department Association | 4 |
| ANF-Eo Administration & Finance | 49 | ELD-Department Of Elder Affairs | 60 | SEA-Department Of Business And Technology | 25 |
| APC-Appeals Court | 90 | ENE-Department Of Energy Resources | 51 | SOR-Sex Offender Registry | 49 |
| ART-Mass Cultural Council | 27 | ENV-Executive Office Of Environment | 298 | SRB-State Reclamation Board | 161 |
| ATB-Appellate Tax Board | 28 | EOL-Dept Of Workforce Development | 1539 | TAC-Department Of Telecommunications | 26 |
| BSB-Bureau Of State Buildings | 11 | EPS-Executive Office Of Public Safety | 200 | TRB-Teachers Retirement Board | 98 |
| CDA-Emergency Management Agency | 100 | EQE-Department Of Environmental Protection | 830 | TRE-Office Of The State Treasurer | 218 |
| CHE-Soldiers' Home In Massachusetts | 378 | FWE-Department Of Fish And Game | 324 | VET-Department Of Veterans Service | 78 |
| CHS-Criminal Justice Information Systems | 37 | GIC-Group Insurance Commission | 53 | VWA-Victim And Witness Assistance | 16 |
| CME-Chief Medical Examiner | 71 | HCF-Health Care Finance & Policy | 101 | WEL-Department Of Transitional Ass | 1560 |
| CSC-Civil Service Commission | 7 | HLY-Soldiers' Home In Holyoke | 373 | **Grand Total:** | **29572** |
| CSW-Commission On Status Of Women | 1 | HPC - Health Policy Commission | 12 | | |
| DCP-Capital Asset Management And Maintenance | 352 | HRD-Human Resources Division | 148 | | |
| DCR-Department Conservation And Recreation | 974 | LIB-George Fingold Library | 13 | | |
| DFS-Department Of Fire Services | 573 | LOT-Lottery And Gaming Commission | 410 | | |
| DMH - Department of Mental Health | 3177 | MCB-Mass Commission For The Blind | 175 | | |
| DMR - Health and Human Services | 3245 | MCD-Commission For The Deaf And Hard of Hearing | 56 | | |
| DOB-Division Of Banks | 162 | MGC - Massachusetts Gaming Commission | 41 | | |
| DOC - Department of Corrections | 1068 | MIL-Military Division | 313 | | |
| DOE-Department Of Elementary & Secondary Education | 523 | MMP-Massachusetts Marketing Partne | 22 | | |
| DOI-Division Of Insurance | 116 | MRC-Mass Rehabilitation Commission | 929 | | |
| DOS-Division Of Standards | 17 | OCD-Dept Of Housing And Community | 291 | | |
| DPH-Department Of Public Health | 3117 | OHA-Massachusetts Office On Disability | 13 | | |
| DPS-Department Of Public Safety | 50 | ORI-Office For Refugees And Immigrants | 21 | | |
| DPU-Department Of Public Utilities | 141 | OSC-Office Of The Comptroller | 129 | | |
| DSS-Department Of Children And Families | 3217 | OSD-Division Of Operational Services | 81 | | |
| DYS-Department Of Youth Services | 895 | PAR-Parole Board | 201 | | |
| EDU-Executive Office Of Education | 77 | REG-Division Of Professional Licensure | 123 | | |

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# Appendix: Inquiries by Agency

- Note: No inquiries were received this reporting period from:
  - **- BSB**
  - **- CSC**
  - **- CSW**
  - **- EED**
  - **- HPC**

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# Education Secretariat Agencies

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## Number of Tickets by Agency



| | DOE | EDU | EEC | RGT |
|---|---|---|---|---|
| 3/30/2013 | 15 | 1 | 7 | 3 |
| 4/6/2013 | 14 | 3 | 4 | 3 |
| 4/13/2013 | 11 | | 6 | 2 |
| 4/20/2013 | 5 | 2 | 5 | |
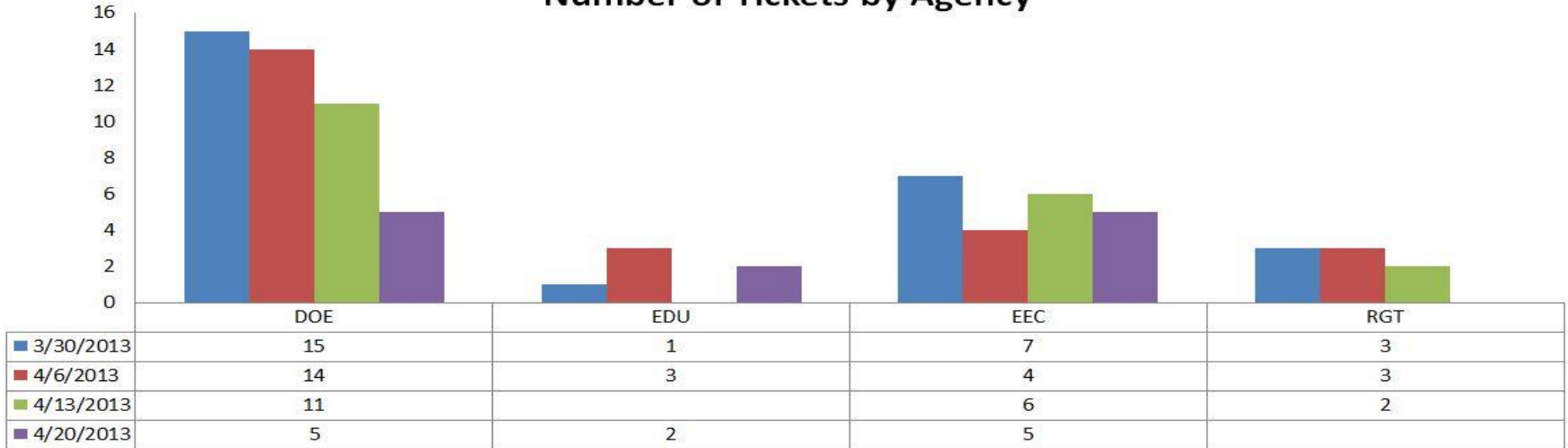
## Inquiry Classifications
## (Across EDU Agencies)
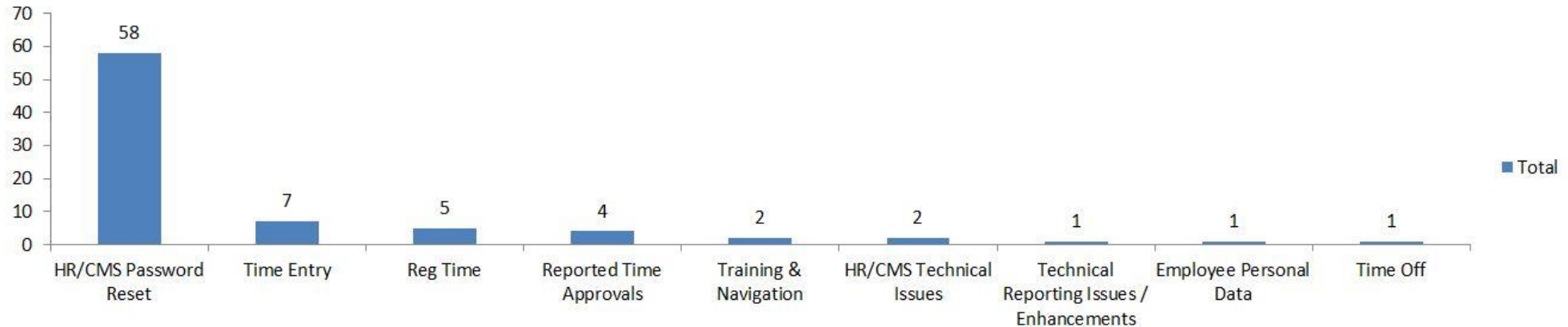


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# EOANF Secretariat Agencies

## Number of Tickets by Agency

| | ADD | ALA | ANF | ATB | DCP | GIC | HRD | OHA | OSD | TRB |
|---|---|---|---|---|---|---|---|---|---|---|
| ■ 3/30/2013 | | 2 | 1 | | 30 | 6 | 20 | | 2 | 3 |
| ■ 4/6/2013 | | 1 | 1 | 2 | 22 | 6 | 16 | | 1 | 2 |
| ■ 4/13/2013 | 2 | 2 | 1 | | 18 | 2 | 9 | | 1 | 3 |
| ■ 4/20/2013 | | 1 | | 1 | 8 | 2 | 8 | 1 | | |
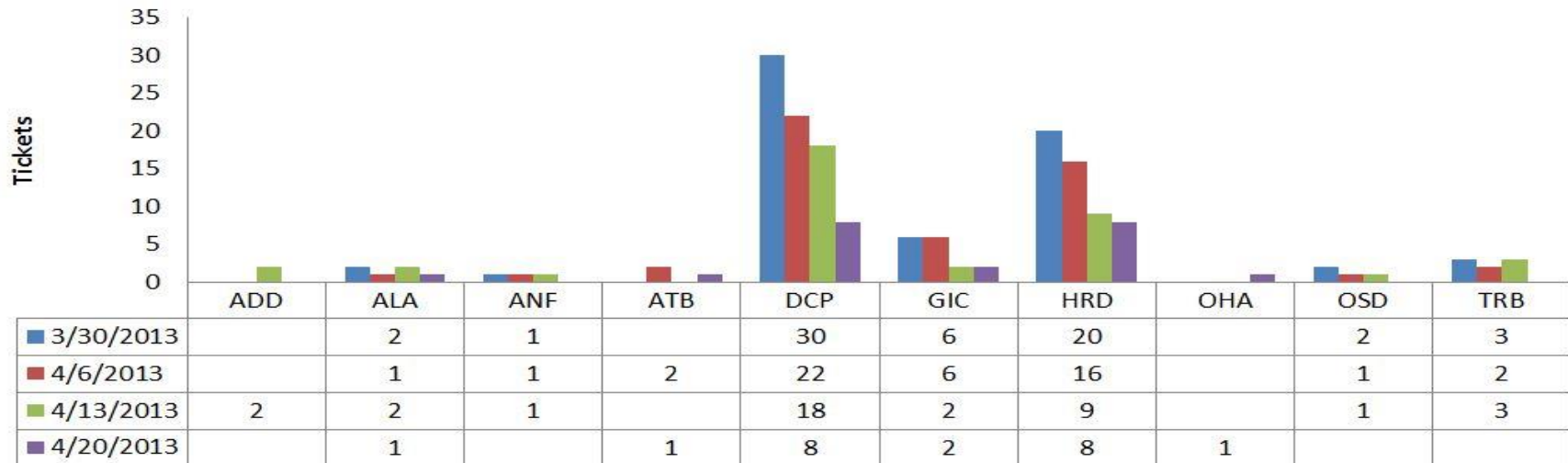
## Inquiry Classifications (Across EOANF Agencies)
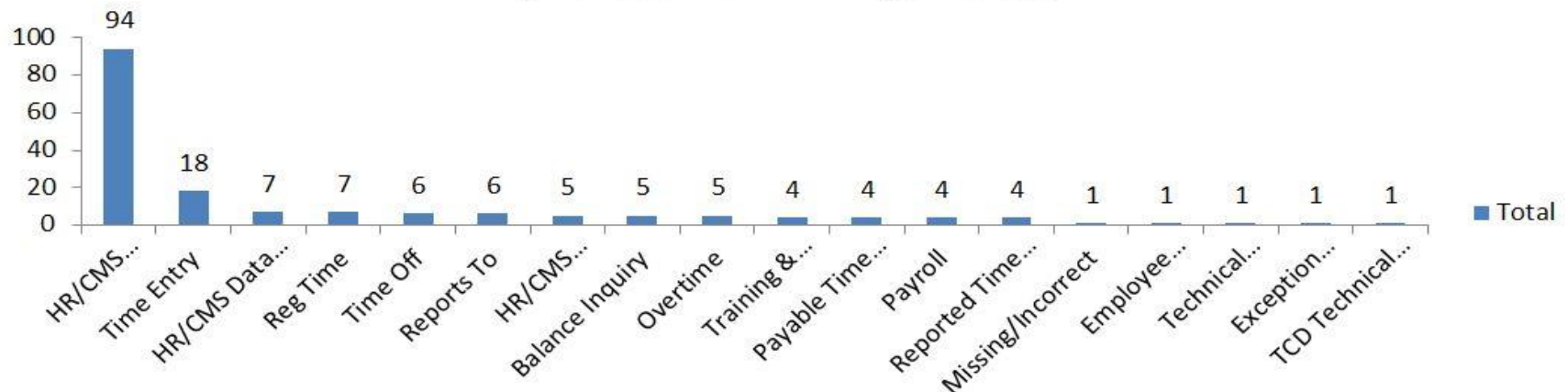
Values: HR/CMS... 94, Time Entry 18, HR/CMS Data... 7, Reg Time 7, Time Off 6, Reports To 6, HR/CMS... 5, Balance Inquiry 5, Overtime 5, Training &... 4, Payable Time... 4, Payroll 4, Reported Time... 4, Missing/Incorrect 1, Employee... 1, Technical... 1, Exception... 1, TCD Technical... 1

Legend: ■ Total

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# EOEEA Secretariat Agencies

## Number of Tickets by Agency

| | AGR | ENE | DPU | ENV | EQE | FWE | SRB | DCR |
|---|---|---|---|---|---|---|---|---|
| 3/30/2013 | 1 | | 9 | 18 | 46 | 11 | 4 | 121 |
| 4/6/2013 | 6 | | 10 | 21 | 24 | 12 | 3 | 141 |
| 4/13/2013 | 1 | 1 | 17 | 12 | 12 | 11 | 1 | 132 |
| 4/20/2013 | 2 | 1 | 8 | 13 | 13 | 11 | | 99 |
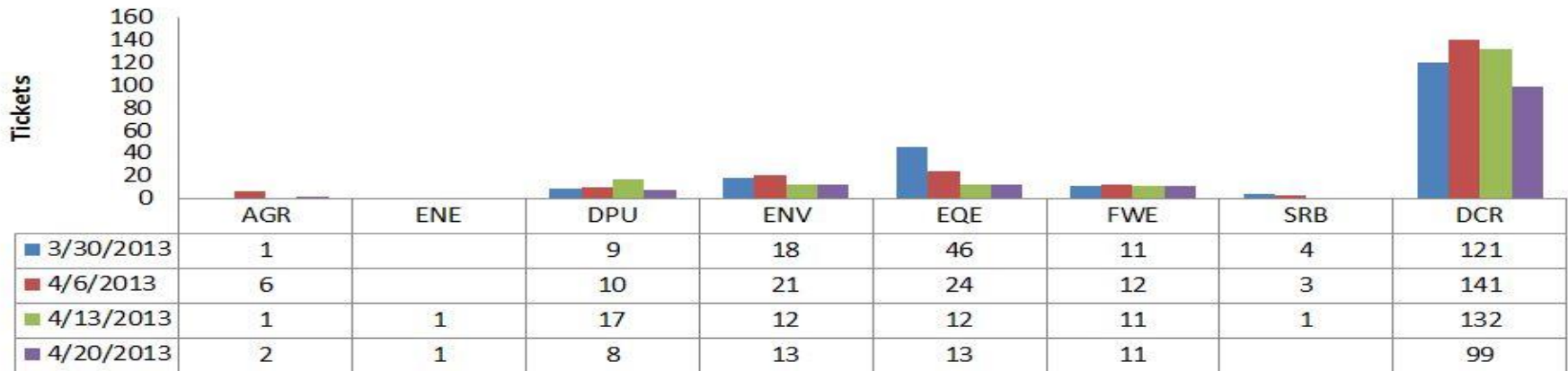
## Inquiry Classifications
## (Across EOEEA Agencies)

HR/CMS... 61, Time Entry 13, Reg Time 6, Balance Inquiry 5, HR/CMS... 4, Reports To 4, Overtime 4, Time Off 2, Payable Time... 2, Payroll 2, Employee... 1, Reported Time... 1, Missing/Incorrect 1, Training &... 1 — Total

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# EOHED Secretariat Agencies

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## Number of Tickets by Agency



| | DOB | DOI | DOS | MMP | OCD | REG | SCA | SEA | TAC |
|---|---|---|---|---|---|---|---|---|---|
| 3/30/2013 | 17 | 3 | 1 | | 9 | 6 | 2 | 2 | 2 |
| 4/6/2013 | 3 | 6 | | 1 | 23 | 6 | 1 | 3 | |
| 4/13/2013 | 9 | 5 | 1 | 1 | 26 | 7 | | 1 | 2 |
| 4/20/2013 | 9 | 9 | 1 | 1 | 17 | 5 | 2 | | 1 |

## Inquiry Classifications
## (Across EOHED Agencies)



Values: HR/CMS Password Reset 112, Time Entry 26, Time Off 10, HR/CMS Technical Issues 9, Reg Time 4, Delegations 3, Exception Management 2, HR/CMS Data Setup & ... 2, Training & Navigation 2, Reported Time Approvals 2, Reports To 1, Standard Report Requests 1, Technical Reporting... 1, Pay Info/Online Paystubs 1, MHR Schedules 1, Payable Time Approvals 1, Overtime 1, Missing/Incorrect 1, Balance Inquiry 1, Restricted Access TRCs 1

Total

# EOHHS Secretariat Agencies

## Number of Tickets by Agency

| | CHE | DMH | DMR | DPH | DSS | DYS | EHS | ELD | HLY | MCB | MCD | MRC | ORI | VET | WEL |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 3/30/2013 | 25 | 476 | 286 | 255 | 97 | 54 | 78 | 4 | 10 | 16 | 3 | 20 | | 6 | 48 |
| 4/6/2013 | 15 | 273 | 199 | 215 | 91 | 39 | 177 | 2 | 10 | 15 | | 27 | | 4 | 40 |
| 4/13/2013 | 11 | 245 | 128 | 164 | 110 | 29 | 126 | 5 | 3 | 13 | 2 | 23 | 1 | 7 | 49 |
| 4/20/2013 | 7 | 141 | 96 | 121 | 70 | 20 | 81 | | 10 | 11 | 1 | 22 | 2 | 2 | 24 |

## Inquiry Classifications (Across EOHHS Agencies)

Total

1895, 345, 345, 329, 199, 156, 101, 101, 84, 58, 48, 38, 32, 28, 26, 26, 25, 22, 21, 16, 15, 15, 14, 14, 10, 9, 9, 8, 7, 6, 2, 1, 1, 1, 1, 1

HR/CMS Password Reset, Time Off, Reg Time, Time Entry, Reported Time Approvals, Training & Navigation, Overtime, HR/CMS Data Setup &..., Reports To, Missing/Incorrect, Delegations, HR/CMS Technical Issues, Payroll, Payable Time Approvals, Balance Inquiry, Restricted Access TRCs, TCD Technical Issues, Employee Personal Data, PPA Inquiry, Deadlines/Notifications, Differentials, MHR Time Entry, MHR Password Reset &..., Technical Reporting..., PPA Entry, Exception Management, Standard Report Requests, Pay Info/Online Paystubs, Alternative Work/Flex, MHR Time Inquiries, Benefits, MHR Schedules, MHR Other, Workforce Development, Labor Distribution, MHR Approvals

# EOLWD Secretariat Agencies

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## Number of Tickets by Agency



| | EOL |
|---|---|
| ■ 3/30/2013 | 77 |
| ■ 4/6/2013 | 132 |
| ■ 4/13/2013 | 103 |
| ■ 4/20/2013 | 67 |

## Inquiry Classifications (Across EOLWD Agencies)



| Classification | Total |
|---|---|
| HR/CMS Password Reset | 299 |
| Time Entry | 13 |
| Time Off | 10 |
| Delegations | 8 |
| Reported Time Approvals | 7 |
| Training & Navigation | 7 |
| Reg Time | 7 |
| Balance Inquiry | 6 |
| HR/CMS Data Setup & Badges | 4 |
| Reports To | 4 |
| Overtime | 3 |
| HR/CMS Technical Issues | 2 |
| Deadlines/Notifications | 2 |
| Employee Personal Data | 2 |
| MHR Password Reset &... | 2 |
| Ad Hoc Report Requests | 1 |
| Exception Management | 1 |
| Restricted Access TRCs | 1 |

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# EOPSS Secretariat Agencies

## Number of Tickets by Agency

| Tickets | CDA | CHS | CME | DFS | DOC | DPS | EPS | MIL | PAR | SOR |
|---|---|---|---|---|---|---|---|---|---|---|
| 3/30/2013 | 3 | 1 | 2 | 18 | 68 | | 6 | 43 | 5 | 4 |
| 4/6/2013 | 9 | | 4 | 21 | 50 | 5 | 24 | 48 | 11 | 2 |
| 4/13/2013 | 5 | 2 | 4 | 14 | 52 | 2 | 23 | 43 | 10 | 2 |
| 4/20/2013 | 11 | 2 | | 15 | 32 | | 9 | 31 | 3 | 1 |

## Inquiry Classifications
## (Across EOPSS Agencies)

Total

| Classification | Total |
|---|---|
| HR/CMS... | 209 |
| Time Entry | 170 |
| Reg Time | 48 |
| Time Off | 41 |
| HR/CMS... | 18 |
| HR/CMS Data... | 13 |
| Overtime | 13 |
| Training &... | 13 |
| TCD Technical... | 11 |
| Reported Time... | 11 |
| Reports To | 5 |
| Payable Time... | 5 |
| MHR Time Entry | 4 |
| Restricted... | 4 |
| Employee... | 3 |
| Differentials | 3 |
| Deadlines/Notifi... | 2 |
| Balance Inquiry | 2 |
| Missing/Incorrect | 2 |
| Delegations | 2 |
| PPA Inquiry | 2 |
| MHR Time... | 1 |
| Payroll | 1 |
| Pay Info/Online... | 1 |
| MHR Other | 1 |

# OSC Tickets and Classification

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## Number of Tickets by Agency



| | OSC |
|---|---|
| ■ 4/6/2013 | 1 |
| ■ 4/13/2013 | 1 |
| ■ 4/20/2013 | 1 |

## Inquiry Classifications
### OSC



HR/CMS Password Reset

■ Total

# APC Tickets and Classification



## Number of Tickets

| | APC |
|---|---|
| 🟦 3/30/2013 | 1 |
| 🟥 4/6/2013 | 1 |
| 🟩 4/13/2013 | 1 |
| 🟪 4/20/2013 | 1 |

## Inquiry Classifications-APC

| HR/CMS Password Reset | Payable Time Approvals | Employee Personal Data |
|---|---|---|
| 2 | 1 | 1 |

■ Total

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# VWA Data Below. No Data for SDA

| | VWA |
|---|---|
| ■ 3/30/2013 | 2 |
| ■ 4/20/2013 | 1 |

## Inquiry Classifications-
## VWA



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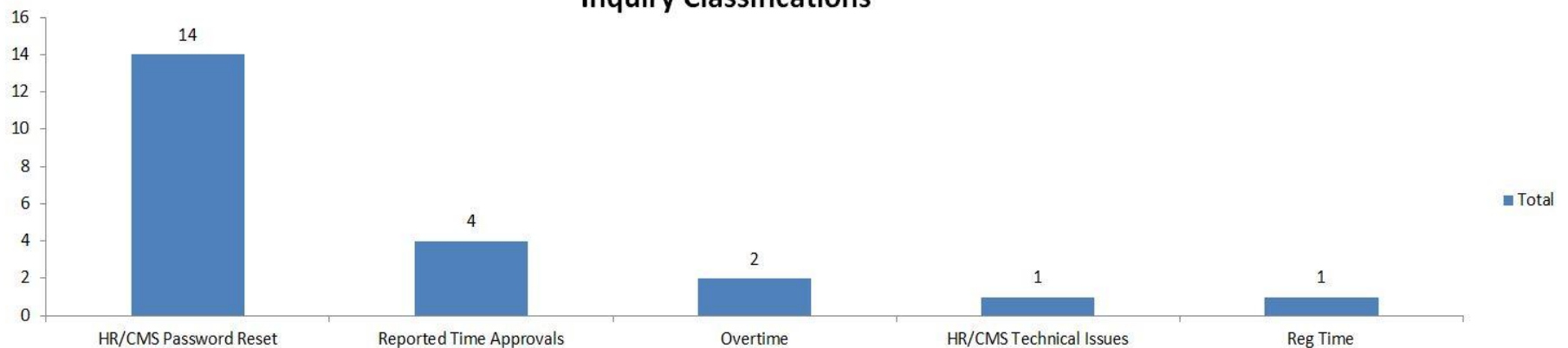
# TRE Tickets and Classification



**Number of Tickets**

| | TRE |
|---|---|
| 3/30/2013 | 12 |
| 4/6/2013 | 2 |
| 4/13/2013 | 1 |
| 4/20/2013 | 7 |

**Inquiry Classifications**

| HR/CMS Password Reset | Reported Time Approvals | Overtime | HR/CMS Technical Issues | Reg Time |
|---|---|---|---|---|
| 14 | 4 | 2 | 1 | 1 |

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# ART Tickets and Classification



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# SDA Tickets and Classification



**Number of Tickets by Agency- SDA**

Legend: 4/6/2013

X-axis: SDA



**Inquiry Classifications SDA**

Value: 1

Legend: Total

X-axis: HR/CMS Password Reset

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# HCF Tickets and Classifications

## Number of Tickets by Agency- HCF



| | HCF |
|---|---|
| 3/30/2013 | 1 |
| 4/6/2013 | 3 |
| 4/13/2013 | 2 |
| 4/20/2013 | 1 |

## Inquiry Classifications
## HCF



HR/CMS Password Reset: 5
Reg Time: 1
Exception Management: 1

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# MGC Tickets and Classification



**Number of Tickets by Agency- MGC**

| | MGC |
|---|---|
| 3/30/2013 | 1 |
| 4/6/2013 | 2 |



**Inquiry Classifications MGC**

HR/CMS Password Reset — 1
Restricted Access TRCs — 1
Time Entry — 1

# LOT Tickets and Classifications



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## Number of Tickets by Agency- LOT

| | LOT |
|---|---|
| ■ 3/30/2013 | 76 |
| ■ 4/6/2013 | 89 |
| ■ 4/13/2013 | 103 |
| ■ 4/20/2013 | 55 |

## Inquiry Classifications LOT

Values by classification:
- Balance Inquiry: 1
- HR/CMS Password Reset: 44
- MHR Time Entry: 2
- Missing/Incorrect: 1
- Overtime: 2
- Pay Info/Online Paystubs: 1
- Payable Time Approvals: 1
- Payroll: 1
- PPA Inquiry: 2
- Reg Time: 20
- Reported Time Approvals: 4
- Restricted Access TRCs: 1
- Time Entry: 212
- Time Off: 25
- Exception Management: 1
- Training & Navigation: 2
- HR/CMS Technical Issues: 1
- HR/CMS Data Setup & Badges: 1
- Reports To: 1

■ Total

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